



0000090519

ORIGINAL

Page 1 of 3

Sheila Stoel.

W-010048-08-0508

RECEIVED

From: MEL DONNA HASBROUCK [melNdnna@msn.com]

Sent: Monday, November 03, 2008 9:40 PM

To: Sheila Stoeller

Subject: Re: Ash Fork Water Application AZ CORP COMMISSION
DOCKET CONTROL

Arizona Corporation Commission

DOCKETED

NOV - 4 2008

DOCKETED BY

nr

Ms. Stoeller:

Well, if we have accomplished nothing else, the 'reply' e-mail function performs a lot more quickly now.

Having read my original complaint as docketed, you must realize that a good portion of the basis for me making it lies in the unprofessional *Mickey Mouse*-style management practices of Ash Fork Water Service. That scatter-brained application is a perfect example "why" the utility cannot operate within the economic parameters agreed to earlier. The application should have been returned by the docket control clerk the same day it arrived in Phoenix. Here are just a few reasons why:

- 1). The legal notice provision of law is unfulfilled. Although the rate increase notice was sent out the the monthly water bill to the consumer, that does not ascertain that the legal owner of the property has been noticed of the utility's intent. No newspaper legal notice was posted.
- 2). The application does not list the true stockholders of the corporation who are the property owners of the unincorporated town of Ash Fork.
- 3). There are a few serious discrepancies between what construction projects were promised during the prior three-phase prior fiasco dubbed *The Ash Fork Water Predetermined Farce* and what the utility intends with this application. It appears that certain work that was supposed to be done previously was not. It is impossible to tell with this current application that seemingly has no sequential order.
- 4). The concern over excess labor and a possible coverup in progress is proven with the application.
- 5). A good portion of the support data for 2007 dates back to 2003 & 2004, which makes no sense whatsoever.
- 6). Certain pages of the application are impossible to read.

This is just a portion of obvious error contained in the application detected from cursory review after I was able to access it using the link you provided today. Earlier, I told you that the page duplications began on page 26. A later review revealed a number of duplicate page nine's I haven't figured out the reason for. I don't feel your comment that the "answer is to follow page headings and disregard page numbers" is appropriate. The logic escapes me.

11/4/2008

I am trying not to intervene in this matter but the commissioners must be made aware that all is not kosher in the operation of Ash Fork Water Service. The fact that there is included in the support data an invoice for CPA services yet no CPA prepared financial documents are included must tell the powers-that-be that something is amiss!

Please tell me the meeting schedule under which this application is scheduled to be considered.

Thank you.

<E. M. Hasbrouck>

----- Original Message -----

From: Sheila Stoeller

To: MEL DONNA HASBROUCK

Sent: Monday, November 03, 2008 3:49 PM

Subject: RE: Ash Fork Water Application

Mr. Hasbrouck:

Docket Control scans each page into the system as it is presented to them. Here's what I think may have happened. The pages where the trouble starts are all different quarterly reports for different aspects of their system. I believe each report was extracted from another report of some kind and each quarter had its own report; hence, the duplication of page numbers on the bottom. So the answer is to follow the headings at top of each page and disregard the page numbers. I believe it will make sense if you can do that. The headings at top right seem to be in order: four quarterly reports per year for each variation of topic. Hope this helps.....just keep printing.....the 301 pages should not contain duplications although it may appear that way in some instances because the pages are so similar at first glance.

Sheila Stoeller
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sstoeller@azcc.gov

From: MEL DONNA HASBROUCK [mailto:melNdnna@msn.com]

Sent: Monday, November 03, 2008 3:53 PM

To: Sheila Stoeller

Subject: Ash Fork Water Application

After receiving your e-mail re the Ash Fork Water rate increase application pdf link, I tried to copy the data from the posted link and upon reaching page 26, began to run into the damnest mish-mash of duplications and misplaced pages that went on for page after page after page until I got to a bunch of support data that wasn't numbered in page sequence. I cannot help but wonder if Docket Control doesn't have the record for the original application screwed up somehow?

There are supposed to be 301 pages to the document and, as stated, as soon as you get to page 26, trouble starts.

Please verify this complaint with docket control and let me know what has happened.

Thank you.

<E. M. Hasbrouck>
melNdnna@msn.com

===== This
footnote confirms that this email message has been scanned to detect malicious
content. If you experience problems, please e-mail postmaster@azcc.gov
=====

Sheila Stoeller

From: MEL DONNA HASBROUCK [melNdnna@msn.com]
Sent: Monday, November 03, 2008 3:01 PM
To: Sheila Stoeller
Subject: Re: Ash Fork Water

Thank you for your efficiency. The e-docket link did open immediately, although getting out of it proves to be an exercise in frustration. The information is what I needed to properly analyze what these folks are doing with their rate increase application and whether there will be a need for intervention.

Something that may give the tech branch an idea as to what might cause e-docket access problems: when I first attempted this reply, an error message appeared telling me your e-mail to me was "junk mail," then it took the longest time to upload this reply segment (which is definitely not a normal occurrence).

Thank you again.

<E. M. Hasbrouck>

----- Original Message -----

From: Sheila Stoeller
To: melNdnna@msn.com
Sent: Monday, November 03, 2008 1:46 PM
Subject: Ash Fork Water

Good afternoon, Mr. Hasbrouck,

Your letter of Oct. 30 has been docketed here. In looking it over before filing it in my files, I noted your frustration with our Internet system. I'm not sure quite why you are having issues with it, but I wanted you to be able to access the application, as you have been trying to do. The following link should take you to the Application.

<http://images.edocket.azcc.gov/docketpdf/0000089218.pdf>

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